Audit Report

Mobile Network Performance in Canadian Markets in 2024

umlaut
Part of **Accenture**
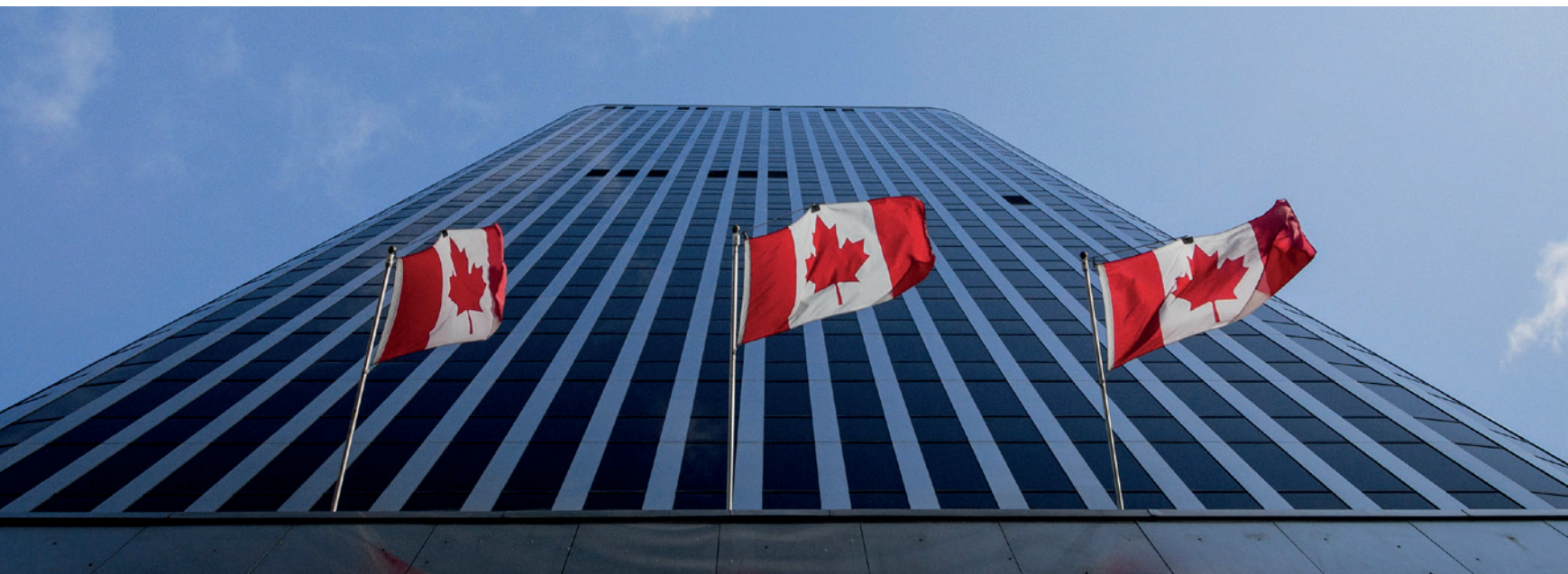
Drivetest campaign — Intro

The leader in mobile benchmarking, umlaut, has analyzed the mobile networks in Canada with regards to mobile network performance. This audit report was commissioned by Rogers.

umlaut tested and evaluated the performance of voice and data services using Samsung Galaxy S23 Ultra devices, benchmarking the typical user experience on Canadian networks.
The testing was conducted in cities and towns as well as on connection roads, using a moving vehicle for drive testing between 19.03.2024 and 26.07.2024.
As the de–facto industry standard, our benchmarking methodology focuses on customer–experienced network quality and covers a wide range of mobile services.
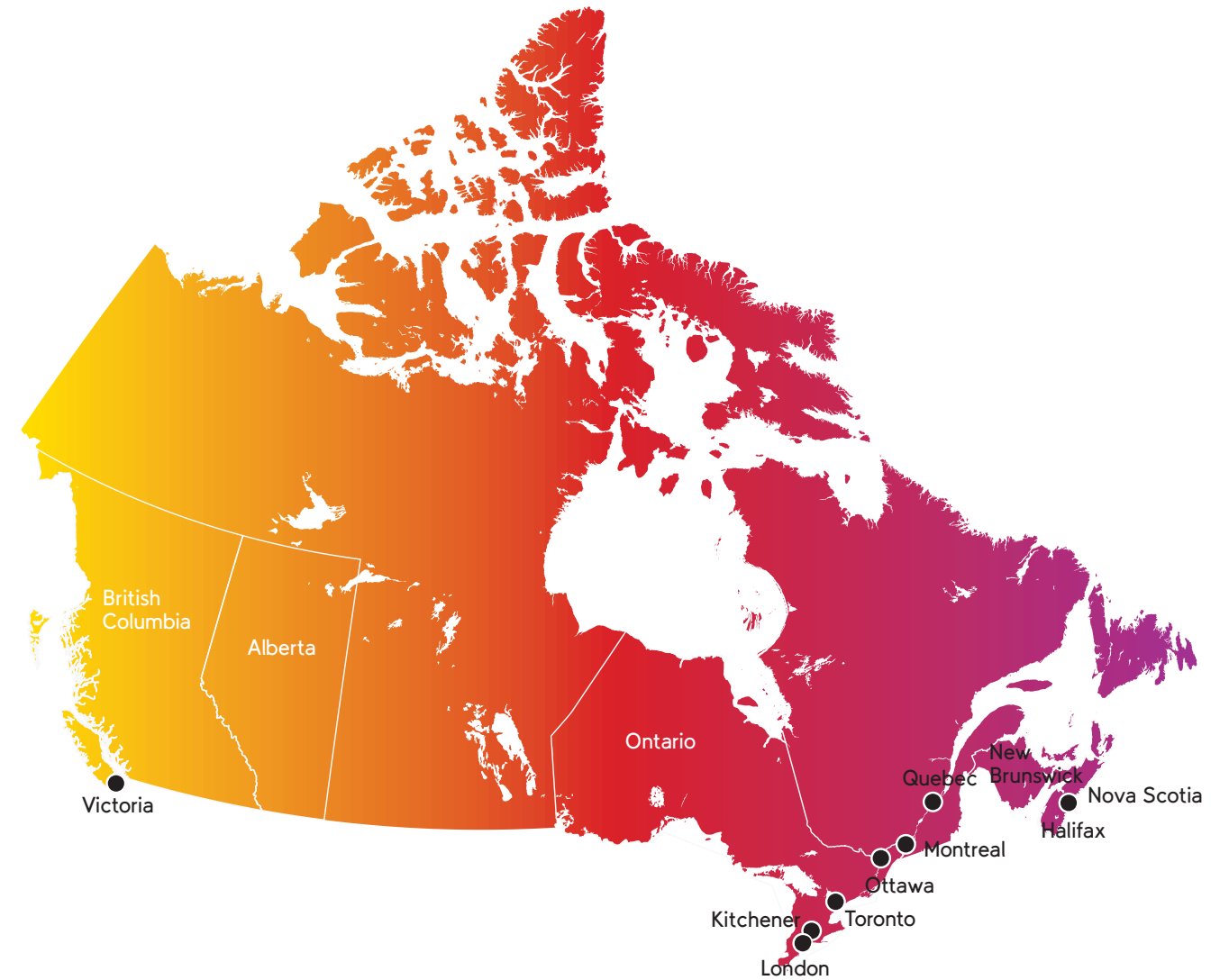
Today, more than 200 mobile networks in more than 120 countries are being evaluated by our unique scoring methodology.
It allows a technical analysis that is unprecedented in its level of detail and enables comparisons between the network performance and capability of each mobile network. Our public benchmarks as well as the certificate benchmarks help network operators to demonstrate how well they are delivering wireless connections to consumers, business users and enterprises and reveal areas of improvement.

umlaut Test Details	
Test Devices – Voice & Conversational App	Samsung Galaxy 23 Ultra
Test Devices – Data	Samsung Galaxy 23 Ultra
Samples	Voice: 46202 — Data: 375534
Test Type	Drive Test (in vehicle testing)
Test Dates	58 measurement days, 19.03.2024 – 26.07.2024

Reported area

British Columbia

Alberta

Ontario

New Brunswick

Quebec

Nova Scotia

Victoria

Halifax

Montreal

Ottawa

Kitchener

Toronto

London
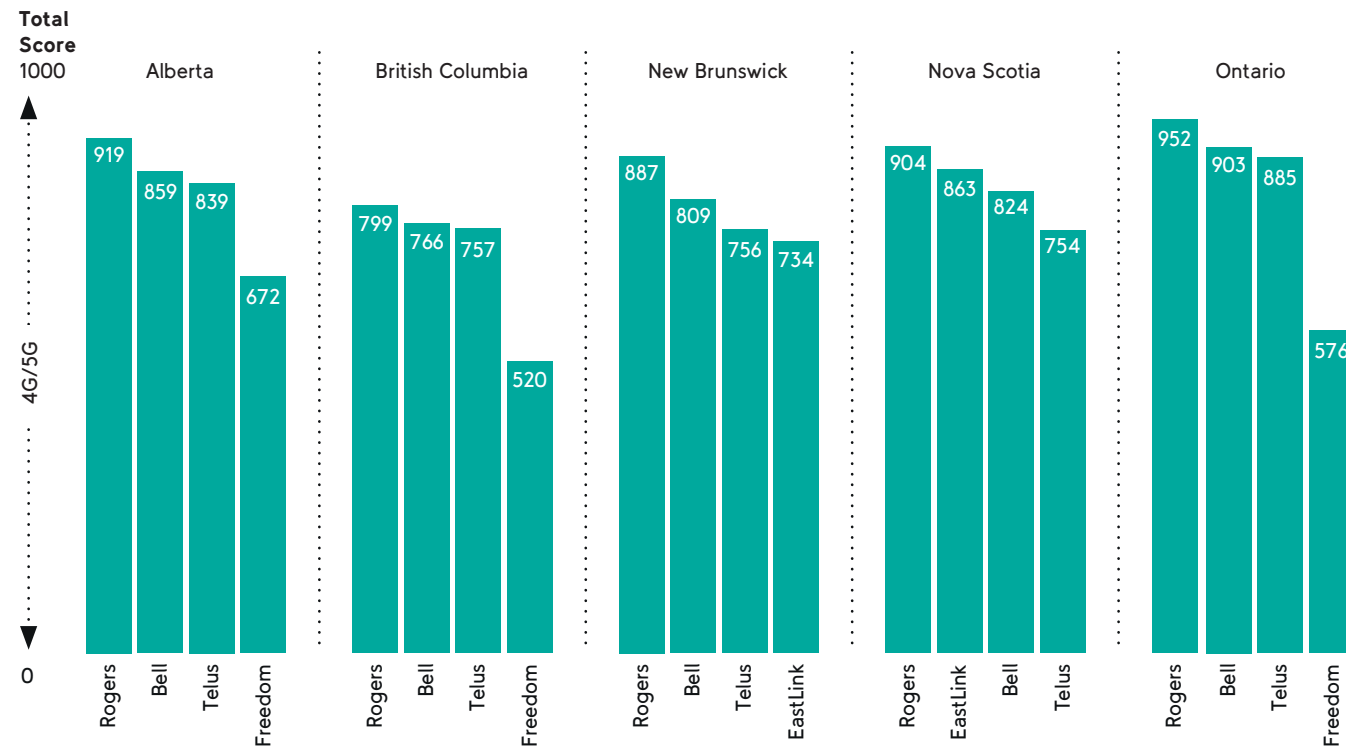
Provinces — Score Overview
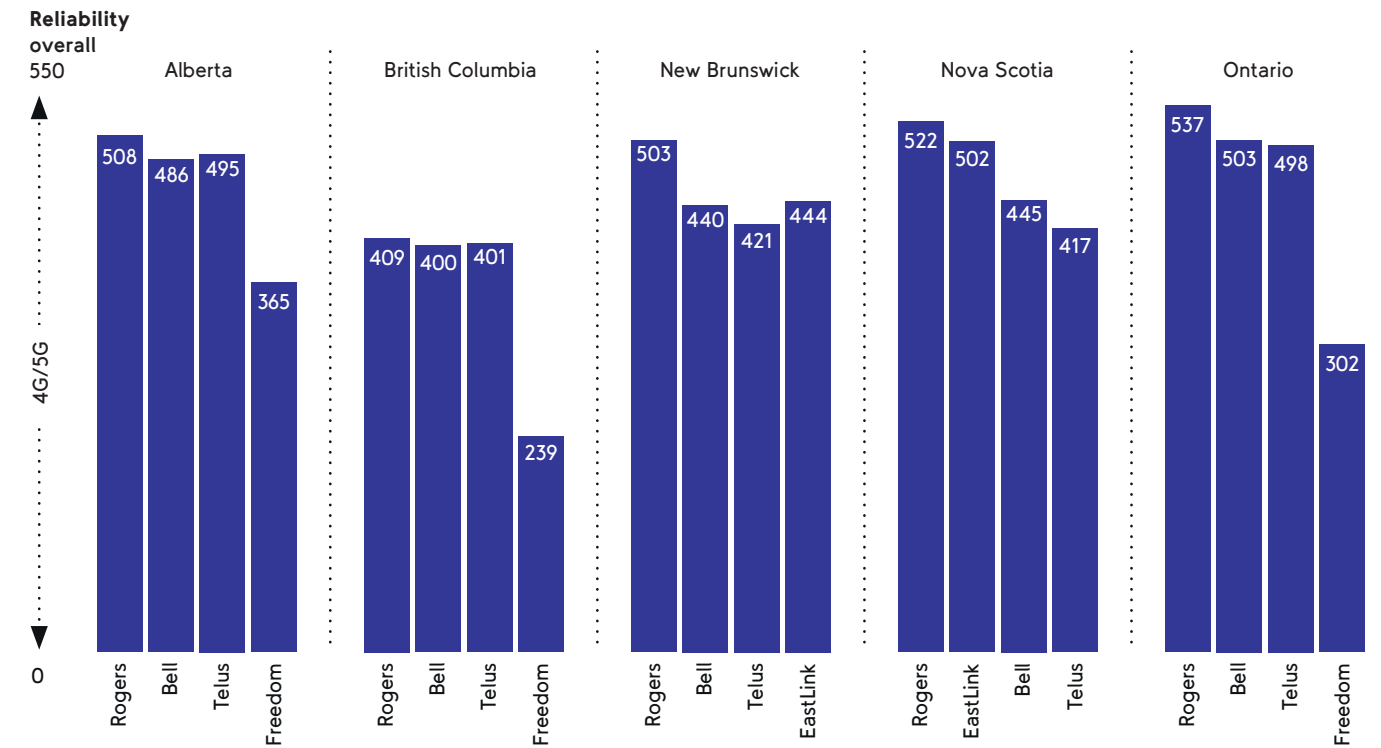
Overall results

Achieved score according to umlaut's methodology.

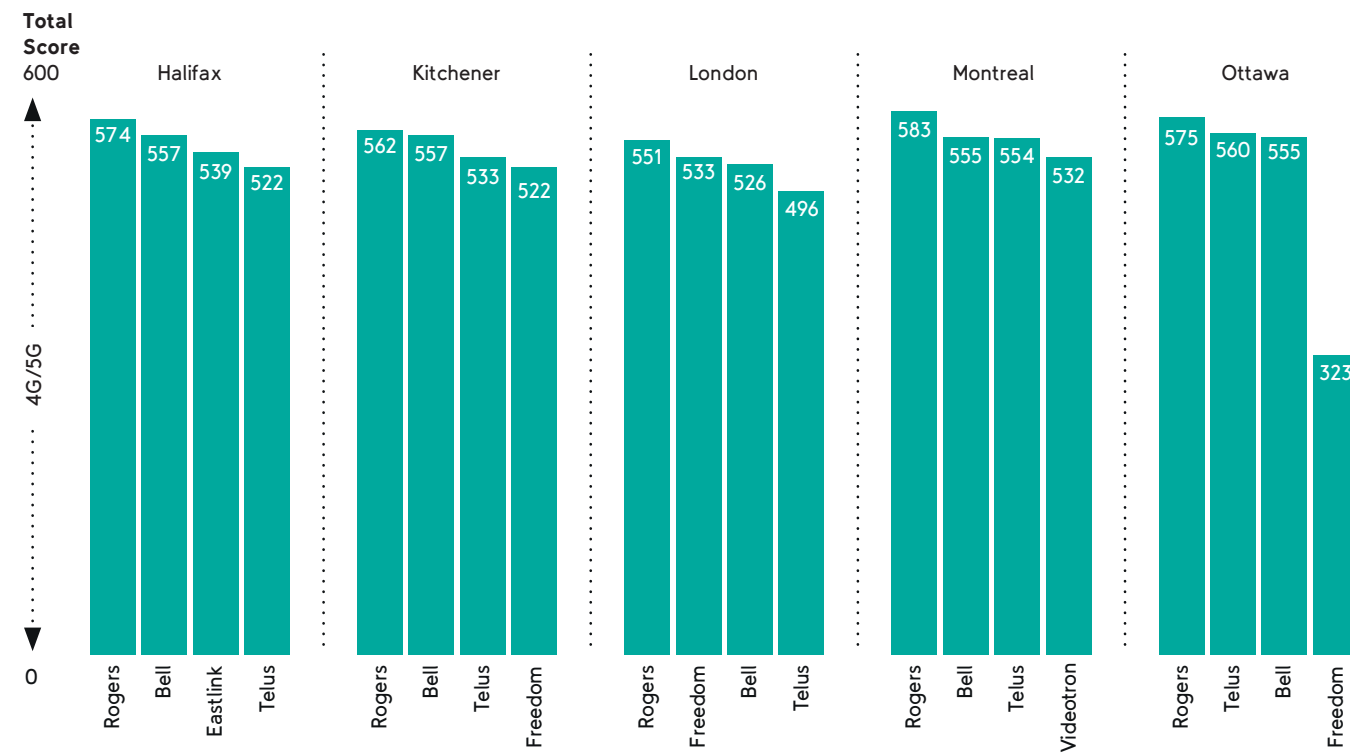# Provinces — Reliability Overview

Overall reliability

The graphs show the overall session reliability of the mobile networks according to umlaut's methodology.
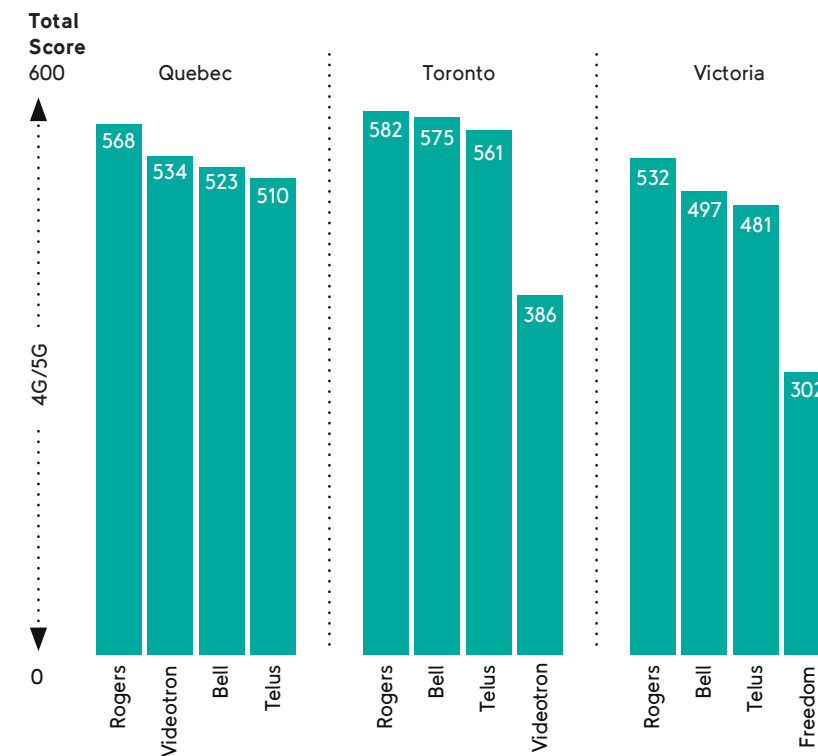
Cities — Score Overview

Overall results

Total Score 600

Halifax
- Rogers 574
- Bell 557
- Eastlink 539
- Telus 522

Kitchener
- Rogers 562
- Bell 557
- Telus 533
- Freedom 522

London
- Rogers 551
- Freedom 533
- Bell 526
- Telus 496

Montreal
- Rogers 583
- Bell 555
- Telus 554
- Videotron 532

Ottawa
- Rogers 575
- Telus 560
- Bell 555
- Freedom 323

Achieved score according to umlaut's methodology.

Total Score 600

Quebec
- Rogers 568
- Videotron 534
- Bell 523
- Telus 510

Toronto
- Rogers 582
- Bell 575
- Telus 561
- Videotron 386

Victoria
- Rogers 532
- Bell 497
- Telus 481
- Freedom 302

Achieved score according to umlaut's methodology.

Cıtıes — Relıabılıty Overvıew

Overall reliability

Reliability overall
330

4G/5G

0

Halifax					Kitchener					London					Montreal					Ottawa			
329	315	313	303		323	314	310	318		326	322	286	282		327	311	314	313		322	321	317	208
Rogers	Bell	Eastlink	Telus		Rogers	Bell	Telus	Freedom		Rogers	Freedom	Bell	Telus		Rogers	Bell	Telus	Videotron		Rogers	Telus	Bell	Freedom

The graphs show the overall session reliability of the mobile networks according to umlaut's methodology.

Reliability overall
330

4G/5G

0

| Quebec					Toronto					Victoria			
324	314	292	301		327	321	316	189		302	284	272	151
Rogers	Videotron	Bell	Telus		Rogers	Bell	Telus	Videotron		Rogers	Bell	Telus	Freedom

The graphs show the overall session reliability of the mobile networks according to umlaut's methodology.

Key takeaways

Rogers leads in the provinces of Alberta, British Colombia, New Brunswick, Nova Scotia and Ontario in overall mobile network performance and has the highest reliability in these provinces.

In the cities tested, Rogers achieved the highest over– all score and had the highest reliability in Montreal, Ottawa, Toronto, Halifax, Kitchener, London, Quebec and Victoria.
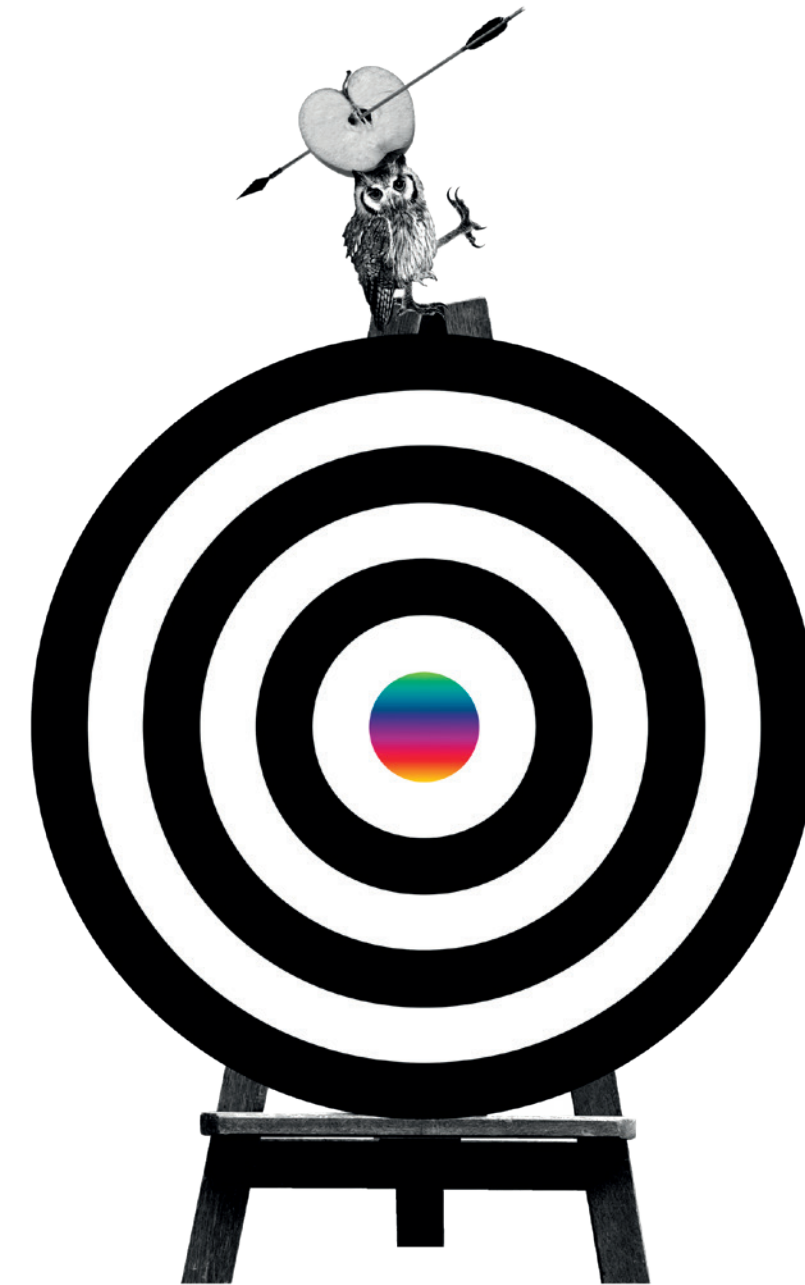
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